

June 26, 2017

VIA ECFS

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
9300 East Hampton Drive
Capitol Heights, MD 20743

Re: WC Docket No. 14-58, *ETC Annual Reports and Certifications*

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's rules,¹ Hawaiian Telcom, Inc. ("HTI") is providing the Commission with a copy of its completed and certified Form 481.

Copies of this report are also being submitted to the Universal Service Administrative Company, the Hawaii State Public Utilities Commission and to relevant tribal authorities, in accordance with CFR § 54.313(h)(2)(i).

HTI requests that the Commission keep the following materials included in Form 481 confidential and not release the information to the public if requested: Section 200, data concerning voice service outage reports; Section 300, unfulfilled service requests (voice); Section 310, detail on attempts to provide voice service; Section 320, unfulfilled service requests (broadband); Section 330, detail on attempts to provide broadband service; Section 410, customer complaints (voice); and Section 440, customer complaints (broadband).

A confidential version of HTI's Form 481 has also been filed with the Commission via Overnight Mail.

Statement pursuant to 47 C.F.R. § 0.459(b)

(1) Identification of the specific information for which confidential treatment is sought.

Data regarding the number and nature of voice service outages, unfulfilled service requests for voice and broadband, detail on how HTI attempts to satisfy requests for service, and customer complaints regarding voice and broadband service.

¹ See 47 CFR §§ 54.313 and 54.422.

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(2) Identification of the Commission proceedings in which the information was submitted or a description of the circumstances giving rise to the submission.

HTI is providing the confidential information identified above in response to 47 C.F.R. §§ 54.313 and 54.422.

(3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged.

The information contained in the attachments includes business operations information which would be useful to any competitor in determining how to compete with HTI in its offering of telecommunications services.

(4) Explanation of the degree to which the information concerns a service that is subject to competition.

There is significant competition among telecommunications providers in the State of Hawaii.

(5) Explanation of how disclosure of the information could result in substantial competitive harm.

HTI's competitors could use the confidential and proprietary business information in determining the way in which they offer their services, including advertising therefor, thereby giving them an advantage in offering telecommunications services to the public.

(6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure.

This information has been maintained on a confidential basis in company files that are not ordinarily accessible by the public except for the following two disclosures. The FCC outage reporting data has been filed, and is routinely made confidential, by the Commission. The information has been provided to the Hawaii State Public Utilities commission pursuant to a protective order under which the information is not released to the public, and the state commission maintains the confidentiality of this data.

(7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

The information would not ordinarily be disclosed to parties outside HTI, except to government agencies pursuant to an HTI request for confidentiality.

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(8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure.

The material should be withheld from public disclosure as long as the data in question would provide a basis for competitors to gain insight into the business operations associated with HTI's telecommunications services.

(9) Any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be granted.

Under applicable Commission and court rulings, the subject material must be kept free from public disclosure. Exemption 4 of the Freedom of Information Act shields information which is (1) commercial or financial in nature; (2) obtained from a person outside government; and (3) privileged or confidential. *See Washington Post Co. v. U.S. Department of Health and Human Services*, 690 F.2d 252, 266 (D.C. Cir. 1982). The attached information clearly satisfies the first two elements of that test. With respect to the third element of the above test, information is considered to be "confidential" if disclosure is likely, *inter alia*, to harm substantially the competitive position of the person from which the information was obtained. *National Park and Conservation Ass'n. v. Morton*, 498 F. 2d 765, 770 (D.C. Cir. 1974). As explained above, disclosure of the information would result in competitive harm because it would enable rivals to learn the business operations details associated with HTI's telecommunications offerings. Moreover, the data are "of a kind that the provider would not customarily release to the public." *Critical Mass Energy Project v. NRC*, 975 F.2d 871 (D.C. Cir. 1992).

Please contact me at (808) 546-7730 if you have any questions pertaining to this filing.

Sincerely,



Candace Donohoe
Sr. Manager, Regulatory Affairs

Enclosure

FCC Form 481 - Carrier Annual Reporting Data Collection Form		REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	623100	
<015>	Study Area Name	HAWAIIAN TELCOM, INC	
<020>	Program Year	2018	
<030>	Contact Name: Person USAC should contact with questions about this data	Candace Donohoe	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	8085467730 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	candace.donohoe@hawaiiantel.com	
	Form Type	54.313 and 54.422	

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<210> For the prior calendar year, were there any reportable voice service outages?

$\langle 220 \rangle$	$\langle a \rangle$	$\langle b1 \rangle$	$\langle b2 \rangle$	$\langle b3 \rangle$	$\langle b4 \rangle$	$\langle c1 \rangle$	$\langle c2 \rangle$	$\langle d \rangle$	$\langle e \rangle$	$\langle f \rangle$	$\langle g \rangle$	$\langle h \rangle$
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[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<300> Unfulfilled service request (voice)	623100hi310.pdf
<310> Detail on attempts (voice)	Name of Attached Document
<320> Unfulfilled service request (broadband)	623100hi330.pdf
<330> Detail on attempts (broadband)	Name of Attached Document

REDACTED FOR PUBLIC INSPECTION

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(400) Number of Complaints per 1,000 customers
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

[500] Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		623100h1510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467770 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	623100hi610.pdf

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

1/1/2017	
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<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

[illegible]

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<900>	Does the filing entity offer tribal land services? (Y/N)	Yes

Hawaiian Home Lands

623100h1920.pdf

Name of Attached Document

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

(1000) Voice and Broadband Service Rate Comparability		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	Candace Donohoe 8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<1000>	Voice services rate comparability certification	Yes	
<1010>	Attach detailed description for voice services rate comparability compliance		Name of Attached Document
<1020>	Broadband comparability certification		Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance		Name of Attached Document

REDACTED FOR PUBLIC INSPECTION

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	623100	
<015>	Study Area Name	HAWAIIAN TELCOM, INC	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe	
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com	

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website HTTP <http://www.hawaiiantel.com/Residential/Homephone/LifelineService/tabid/1624/Default.aspx>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013
<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded information for Phase I milestone reports (Round 2 for year three) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Price_Cap_Line_2024_Template CAF I Round 2.xlsm

Price_Cap_Line_2025_Template CAF I Round 2.xlsm

Not Applicable

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(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

Not Applicable

Yes

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

2267822

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required InformationCommunity_Anchor_Institution_Temp
late 2016.xlsm

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(iii)(C)

REDACTED FOR PUBLIC INSPECTION

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009) Progress Report on 5 Year Plan
Carrier certifies to 54.313(f)(1)(iii)

(3010A) Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}

(3010B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(iii)}

(3012B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}

(Yes/No)

☐ ☐

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☐ ☐

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☐

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☐ ☐

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3005) Rate Of Return Carrier Additional Documentation (Continued)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085167730 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

Financial Data Summary

- (3027) Revenue
- (3028) Operating Expenses
- (3029) Net Income
- (3030) Telephone Plant In Service(TPIS)
- (3031) Total Assets
- (3032) Total Debt
- (3033) Total Equity
- (3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	621100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8585467750 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

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Certification - Reporting Carrier Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: HAWAIIAN TELCOM, INC	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/26/2017
Printed name of Authorized Officer: Kevin Paul	
Title or position of Authorized Officer: SVP Technology	
Telephone number of Authorized Officer: 3038032019 ext.	
Study Area Code of Reporting Carrier: 623100	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED FOR PUBLIC INSPECTION

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED FOR PUBLIC INSPECTION

Attachments

**(200) Service Outage Reporting (Voice)
Data Collection Form**

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace_donohoe@hawaiiantel.com

<210> For the prior calendar year, were there any reportable voice service outages?

<220>

[illegible]

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2018

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(310) Description of Attempts to Provide Voice Service to Potential Customers

Hawaiian Telcom, Inc. ("Company") attempts to provide voice service to potential customers in the following manner:

Upon determination that an order for voice service cannot be fulfilled

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2018

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(330) Description of Attempts to Provide Broadband Service to Potential Customers

Hawaiian Telcom, Inc. ("Company") has a dual approach for its attempts to provide broadband service to potential customers:

Unserved Areas Designated for Connect America Funding (CAF)

In areas designated for CAF funding, the Company designs and deploys its broadband network to ensure that it meets CAF location and technical requirements.

Underserved or Congested Areas

[REDACTED]

[REDACTED]

[REDACTED]

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2018

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(510) Description of Compliance with Service Quality Standards and Consumer Protection Rules – Voice Service

Hawaiian Telcom, Inc. (“HTI” or “Company”) certifies that it is in material compliance with applicable service quality standards and consumer protection rules for voice service for data year 2016.

HTI files service quality and compliance reports (“Status Reports”) on a monthly basis with the Hawaii Public Utilities Commission (PUC) in accordance with Order No. 13950, issued June 9, 1995 in Docket No. 7579. These Status Reports provide HTI’s performance with regard to the following PUC-required service quality measures:

1. Total Customer Trouble Reports per 100 Lines
2. Percent Dial Tone Speed Within 3 Seconds
3. Percent Completions: Dial Service Results
4. Percent Out of Service Troubles Cleared in 24 Hours
5. Percent of Operator Toll Calls Answered Within 10 Seconds
6. Percent of Operator DA Calls Answered Within 10 Seconds
7. Percent Repair Calls Answered Within 20 Seconds
8. Percent Repair Commitments Met
9. Percent IXC Common Trunk Group Performance
10. Percent Continuity Test Failure Rate
11. Percent Installations Completed Within 3 Days
12. Percent Business Combined Install/Billing Office Calls Answered Within 20 Seconds
13. Percent Residential Combined Install/Billing Office Calls Answered Within 20 Seconds

HTI is also compliant with consumer protection rules. For example:

1. The Company safeguards all Customer Proprietary Information, and performs required customer notification of its privacy policies.
2. HTI complies with the requirements of the FCC’s Truth-in-Billing rules, as well as the requirement to inform all customers that bill blocking is available to prevent unauthorized third-party billing.
3. HTI offers free complete and selective (per call) Caller ID blocking.
4. HTI has a Customer Relations team, which assists customers to resolve any difficulties with their HTI voice service.

(510) Description of Compliance with Service Quality Standards and Consumer Protection Rules – Broadband Service

Hawaiian Telcom (“HT” or “Company”) certifies that it is in material compliance with applicable service quality standards and consumer protection rules for broadband service for data year 2016.

The Company publishes its Broadband Policy on its website, at <http://www.hawaiiantel.com/aboutus/BroadbandPolicy/tabid/1498/Default.aspx>.

With regard to service quality standards:

1. HT’s broadband network complies with all standards pertaining to IP networks such as the Broadband Forum, the International Telecommunications Union, and the Internet Engineering Task Force.
2. HT broadband customers can conduct tests of their service speed at speedtest.hawaiiantel.net.
3. HT practices reasonable network management. It measures and monitors its network performance, which involves the performance of users’ Internet connections and HT’s network as part of this process.
4. Bandwidth is provided on a per-line basis, and the speed and bandwidth available to each computer or device connected to the network varies depending upon the number, types and configuration of computers or services using the bandwidth and the type of use (e.g., streaming media or downloading larger files, etc.), network or Internet congestion, and/or the condition of the subscribers’ telephone line and inside wiring.
5. HT prohibits its subscribers from using the broadband service in a manner that impairs the user experience of other users, or that otherwise impairs network performance.
6. HT does not block lawful content, applications, services or non-harmful devices, subject to reasonable network management.
7. HT does not unreasonably discriminate in transmitting lawful network traffic over a subscriber’s broadband internet access service, subject to reasonable network management.

HT is also compliant with consumer protection rules.

1. HT has a Privacy Policy applicable to the individually-identifiable information of its customers obtained online, or information about a customer or a customer account or service. Such information is not disclosed without proper authorization or unless required by law.
2. The Company safeguards all Customer Proprietary Information, and performs required customer notification of its privacy policies.
3. HT is subject to the provisions of the Electronic Communications Privacy Act, 18 U.S.C 2701 et seq, which prohibits an electronic communications service provider from producing the contents of electronic communications, even pursuant to subpoena or court order, except in limited circumstances.

4. HT discloses its email retention and deletion policy to ensure that subscribers understand how long received, sent and deleted emails are retained on the Company's email system.
5. HT customers can learn how to protect their personal computer and personal data at hawaiiantel.com/security.
6. HT provides a thirty day money back guarantee; customers may cancel service within thirty days of their Service Ready Date if they are not satisfied with the service, and obtain a full refund of all monthly and one-time charges paid. Early termination charges will not apply to service terminated within the money-back guarantee period. (Company-provided equipment must be returned in good working condition.)
7. HT has a Customer Relations team, which assists customers to resolve any difficulties with their HT broadband service.

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2018

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(610) Description of Functionality in Emergency Situations – Voice Service

Hawaiian Telcom, Inc. ("HTI") certifies that it has the ability and capability to maintain reasonably functional voice service in emergency situations. HTI has an established history of successful disaster recovery in emergency situations, including earthquakes, hurricanes and island-wide power outages. HTI maintains its readiness to respond to emergencies and to remain functional through the following coordinated efforts:

- Performing regular updates to ensure that HTI's emergency preparedness and governance policies are kept current. Plans include established locations and personnel for a centralized Emergency Operations Center and regional District Control Centers.
- Holding company-wide drills which simulate a disaster, its impacts to HTI's operations, and HTI's response to these impacts.
- Maintaining an emergency material supply process with national suppliers.
- Subscribing to all appropriate emergency and security alerts and warnings.
- Maintaining memberships in national associations, forums and organizations, such as the FCC Network Reliability and Interoperability Council, and the USTA Security Council, where standards and best practices for emergency preparedness are established.
- Working to prevent emergency situations through a program of information and cyber systems protection, and by protecting its physical infrastructure.
- Use of HTI's Network Operations Center (eNOC) to monitor the Company's statewide network 24 hours per day/7 days per week.
- Installation and maintenance of batteries and generators for emergency power supplies in Central Offices and other critical network infrastructure components.
- Designing and maintaining redundancy in network configurations, to avoid single points of failure and to allow for alternate routing of traffic.
- Ensuring availability of satellite phones, if needed, for communications between disaster recovery teams.
- The use of direct "hot lines" to local emergency response agencies, such as State, City and County Civil Defense Agencies.
- Use of the FCC's Telecommunications Service Priority guidelines for service restoration.

Description of Functionality in Emergency Situations – Broadband Service

Hawaiian Telcom, Inc. ("HTI") certifies that it has the ability and capability to maintain reasonably functional broadband service in emergency situations. HTI has an established history of successful disaster recovery in emergency situations, including earthquakes, hurricanes and island-wide power outages. HTI maintains its readiness to respond to emergencies and to remain functional through the following coordinated efforts:

- Performing regular updates to ensure that HTI's emergency preparedness and governance policies are kept current. Plans include established locations and personnel for a centralized Emergency Operations Center and regional District Control Centers.
- Holding company-wide drills which simulate a disaster, its impacts to HTI's operations, and HTI's response to these impacts.
- Maintaining an emergency material supply process with national suppliers.
- Subscribing to all appropriate emergency and security alerts and warnings.
- Maintaining memberships in national associations, forums and organizations, such as the FCC Network Reliability and Interoperability Council, and the USTA Security Council, where standards and best practices for emergency preparedness are established.
- Working to prevent emergency situations through a program of information and cyber systems protection, and by protecting its physical infrastructure.
- Use of HTI's Network Operations Center (eNOC) to monitor the Company's statewide network 24 hours per day/7 days per week.
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- Designing and maintaining redundancy in network configurations, to avoid single points of failure and to allow for alternate routing of traffic.
- Ensuring availability of satellite phones, if needed, for communications between disaster recovery teams.
- The use of direct "hot lines" to local emergency response agencies, such as State, City and County Civil Defense Agencies.
- Use of the FCC's Telecommunications Service Priority guidelines for service restoration.

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

1/1/2017

	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

<703>

[illegible]

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donchoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donchoe@hawaiiantel.com

[illegible]

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<810>	Reporting Carrier	Hawaiian Telcom, Inc.
<811>	Holding Company	Hawaiian Telcom Communications, Inc.
<812>	Operating Company	Hawaiian Telcom, Inc.

[illegible]

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2018

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(920) Tribal Government Engagement Obligation

Hawaiian Telcom, Inc. ("HTI") serves Hawaiian Home Lands throughout the state of Hawaii. In 1921, the US Congress passed the Hawaiian Homes Commission Act, which set aside approximately 200,000 acres of land to establish a permanent homeland for Native Hawaiians. The Department of Hawaiian Home Lands (DHHL), which administers the land trust, is an agency of the State of Hawaii. The members of the Hawaiian Homes Commission, a nine-member executive board which directs the activities of DHHL, are appointed by Hawaii's Governor with the advice and consent of the State Senate.

The Office of Hawaiian Affairs (OHA) was established during the 1978 Hawaii Constitutional Convention as a public trust, mandated to better the conditions of both Native Hawaiians and the Native Hawaiian Community in general. It also receives funding from the State of Hawaii. The nine members of its Board of Trustees are elected in public elections open to all State of Hawaii voters.

Steven Golden, Vice-President, External Affairs, and Jason Thune, Director, Network Planning from HTI met with Kai Markell, Manager, Compliance Enforcement from OHA, on November 3, 2016. The purpose of the meeting was to discuss Connect America Funding (CAF) and how this program may impact tribal lands, to update OHA on current HTI initiatives with regard to broadband expansion, and to obtain feedback from OHA on CAF implementation and other telecommunications issues. The discussion included (i) Needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements.

HTI also scheduled a meeting with representatives of DHHL for November 30, 2016, which was rescheduled to December 15, 2016. The day before the meeting, DHHL staff called to inform HTI that they were unable to confirm their attendees for the meeting and that they would notify HTI of a new meeting time, which could be either in person or via conference call. Unfortunately, DHHL did not respond to HTI regarding rescheduling the meeting before year end.

Although specific parcels are designated as Hawaiian Home Lands, they remain under the jurisdictions of the state of Hawaii and/or the various counties in which they are located, with respect to rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and business and licensing requirements. HTI therefore continues to follow all State and/or County regulations when providing services to the Hawaiian Home Lands.

Study Area: 623100
Hawaiian Telcom, Inc.
Program Year: 2018

PRICE CAP LINE 2024
CAF I Round 2

Please complete the statement below:

The total amount of capital funding expended in the previous year in meeting Connect
America Phase I deployment obligations is:

Year 3

\$132,442.66

FCC Form 481 OMB Control No. 3060-0986				Please use this tab to report census block information indicating where funding was spent.	
Census block information (Federal Information Processing Standard (FIPS) code)	Funding spent per census block	NECA assigned operating company code (OCN)	Study Area Code (SAC)		
150010212022543	\$4,566.99	3100	623100		
150010212022544	\$4,566.99	3100	623100		
150010212022549	\$4,566.99	3100	623100		
150010212022550	\$4,566.99	3100	623100		
150010212022551	\$4,566.99	3100	623100		
150010212022552	\$4,566.99	3100	623100		
150010212022553	\$4,566.99	3100	623100		
150010212022555	\$4,566.99	3100	623100		
150010212022556	\$4,566.99	3100	623100		
150010212022562	\$4,566.99	3100	623100		
150010212022564	\$4,566.99	3100	623100		
150010212022565	\$4,566.99	3100	623100		
150010212022566	\$4,566.99	3100	623100		
150010212022567	\$4,566.99	3100	623100		
150010212022575	\$4,566.99	3100	623100		
150010212022576	\$4,566.99	3100	623100		
150010212022577	\$4,566.99	3100	623100		
150010212022584	\$4,566.99	3100	623100		
150010212022585	\$4,566.99	3100	623100		
150010212022588	\$4,566.99	3100	623100		
150010212022589	\$4,566.99	3100	623100		
150010212022590	\$4,566.99	3100	623100		
150010212022591	\$4,566.99	3100	623100		
150010212022592	\$4,566.99	3100	623100		
150010212022594	\$4,566.99	3100	623100		
150010212022595	\$4,566.99	3100	623100		
150010212022596	\$4,566.99	3100	623100		
150010212022603	\$4,566.99	3100	623100		
150010212022604	\$4,566.99	3100	623100		

Template for Reporting Community Anchor Institutions (Lines 2018, 3012B, and 4003B)

Number	Name	Street Address	State	Zip
1	None			
2				
3				
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12				
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